

Rapping Paper

Winter 1986

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Photocopy Matchmaking

by Brenda Bradshaw

- Do you have to wrestle a copy from your photocopier?
- Are you in the position of trying to select the right photocopiers for your office or department and don't know where to start?
- Are you overawed by photocopy lingo — toner, dispersant, magnification ratio, ADE, key control, exposure control, speed versus running speed?
- Did someone in your department photocopy Metro's Yellow Pages and fail to record it or pay for it?

Central Services is introducing a program that can help you administer your photocopy needs. The key to building up a harmonious relationship with your copier is finding a machine which is right for your particular volume and needs.

We can select the appropriate model, order paper and toner for the machine, and charge the users for copies made.

We currently administer eighteen copiers including two Copy Centres and one Duplicating Centre. We have more than a decade of experience in supplying efficient, reliable and cost effective service.

Take the first step to developing a harmonious relationship with your copier by calling Brenda Bradshaw, Photocopy Consultant, at 978-8915.

East Side/West Side Story



by V. Alaggia

Did you know there is a unique store facility on Campus? No, I was not referring to Harrods, Fortnum & Mason or Bloomingdales. I meant the Materials Distribution Centre (MDC), east and west.

What is the Materials Distribution Centre?

MDC is a service operation for the acquisition, storage, transport and disposition of laboratory and office supplies and materials.

Serving customers east of University Avenue is the MDC Best Storeroom located in Room 72 of the Best Institute. It serves the needs of researchers and administrative staff in the area including Toronto General and Sick Children's Hospitals. The stock items are as varied and diverse as the users.

Stock items range from disposable syringes, gloves and filter units, dish soap, hand lotion and paper towels, to pens, pencils and Kleenex. The customer may be the researcher just moved into the new Max Bell wing at the Toronto General Hospital or a secretary in the historical Banting Institute.

Serving the community west of University Avenue is the MDC Storeroom in the Medical Sciences Building. Nestled in the confines of the Medical Sciences Building, surrounded by the McMurrich, Botany, Fitzgerald, and Rosebrugh Buildings, this store (Room 1233) looks somewhat like a nouveau art gallery. This spacious stockroom not only services the six floors of labs and offices above it but sends lab coats, solvents, typewriter ribbons, computer diskettes and some 2,000 other stock items to hard working people at the Toronto Western Hospital and to 24 University of Toronto Faculties, Departments and Divisions.

Last year 65% of all MDC user needs east and west were immediately met over the counter. The remainder were acquired by MDC and quickly delivered to labs and offices.

So, whether you are on the east side or the west side, the real story is that an MDC storeroom can supply you with cost-effective supplies and materials.

Contacts:

MDC Storeroom (East): Vince Alaggia
978-8817

(West): John Slattery
978-8783

You Can't Play the Game if You Don't Have an Entry Form

The Word Processing Centre has recently begun mailing a monthly promotion of their service.

Included with this material is a puzzle.
Our first puzzle was:

I _ _ _ N _ _ E _ _ S _ _
 V _ _ T _ _ G _ _ C _ _ P _ _
 T _ _ M _ _ T _ _ I _ _ N _ _

...Oscar Wilde

(See below for answer*)

The first prize (drawn from all correct returns) was a luncheon for two at the Hart House Gallery Club. It was won by Erene Stanley, Department of Anaesthesia.

If you'd like to have your name added to our mailing list contact Eva Broad, Supervisor of The Word Processing Centre at 978-5021.

**I can resist everything except temptation*

Office Services Brochures Now Available

Copies of the 1985-86 Office Services Brochure have been distributed to many of our customers. The brochure provides a description and rates for each service.

- Mail Sorting & Metering
- Specialized Mailing Service
- The Duplicating Centre
- Photocopy Services
- Temporary Personnel
- The Word Processing Centre

If you would like to receive a copy of the Office Services Brochure, call Marilyn Hodgkinson at 978-4427.

MDC Investigates Group Service Contract with Canlab

by Bob Thompson

MDC is investigating the possibility of organizing a group service contract with Canlab such as we already have with Beckman, Alan Crawford, Nuclear Chicago, Packard and Fisher Scientific. The advantage of a Group Service Contract is simple — DISCOUNTS on service charges!

Many laboratories have individual service contracts with Canlab for equipment such as balances, counters, spectrophotometers, freezers, etc. Apart from existing contracts, you may also be considering new service contracts as equipment warranties expire.

Canlab is qualified to repair equipment from most manufacturers. (see below)

Before we negotiate with Canlab we need to know how many labs are interested in the programme, and the number and type of equipment to be covered.

Please take a moment to complete, clip, and return the form below if you are interested in discounts on your service charges.

Any inquiries should be directed to Bob Thompson in the Materials Distribution Centre at 978-8614.

Advanced Instruments Inc.
American Dade, Division of AIHSC
Ames Co.
Atago Bussan
BBI (Baltimore Biology Laboratory)
Bausch & Lomb Optics Ltd.
Beeton, Dickinson & Co. Ltd.
Blue M Electric Co.
W. Boeckel and Co.
Branson Cleaning Equipment
Brinkmann Instruments Ltd.
Buchler Instruments Division
Calramo Ltd.
Clay Adams
Coleman Instruments
Corning Glass Works Ltd.
Corning Medical

Despatch Oven Co.
Eberbach Corp.
Electrothermal Limited
GCA Precision Scientific
Gallenkamp & Co. Ltd.
Gifford
Glas-Col Apparatus Co.
Heraeus-Christ
Julabo Laboratory Equipment
Lah-Line Instruments Inc.
Lahconco Corp.
Lahindustries Inc.
Lah-Tek Products
Lindberg
Linear Instruments
Manostat Corp.
Market Forge Co.

Micromedie Systems
MicroScan, Inc.
Miele & Co.
Ohaus Scale Corp.
Orion Research Inc.
Pelton & Crane
Photovolt Corp.
Sartorius-Werke
Scientific Manufacturing Industries Ltd.
Sequoia-Turner
Iecnomara
IekPro Thermolyne
W.S. Tyler Co.
Ultra-Violet Products Inc.
Yellow Springs Instrument Co.



Misunderstanding

Comments received about our first issue of RAPPING PAPER have been very enthusiastic. Readers generally agree that it is "handsome and readable", "fun and interesting" and that they "like the colour and design". But several people have also called to say that they were from outside the Faculty of Medicine and weren't sure if they could use these services.

Our answer is yes, yes, yes! Our mandate is to provide service to the University of Toronto, to the Toronto hospitals, and to non-profit organizations. Please call Marilyn Hodgkinson at 978-4427 if you require information about any of our services.



I am interested in a Group Service Contract with MDC for the following equipment.

| EQUIPMENT | Existing Contract Expiry Date | New Contract | Building | Room No. |
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Name: _____ Tel. No. _____

PLEASE PRINT



Lonely Hearts Column

The staff in the Materials Distribution Centre (MDC) Store in the Medical Sciences Building get lonely every day from 12:00 noon to 1:00 P.M.

A recently completed customer survey reported that 12% of customers would like to have the Stockroom open from 12:00 to 1:00. The hours for the Stockroom were subsequently changed and the store is now open from (9:00 A.M. to 5:00 P.M. A few clever customers have made the noon hour their regular shopping time but most days the staff are lonely.

Won't you make a New Year's resolution to bring a little happiness into a lonely life and visit the MSB Stockroom (Room 1233) between 12:00 and 1:00?

Americans Share Duplicating Secrets

by Chris Barton

Situated forty miles west of Washington, D.C. is a small (correction minute) community called Leesburg, Va. Nothing unique here. There are thousands of minute communities in the States. However, it's here, lying on 2300 acres that you will find six rather peculiar buildings know as XICTMD (Xerox International Center for Training and Management Development). Xerox is proud of their acronyms, love 'em in fact. They also spell "Center" incorrectly, but for this I can forgive them.

This facility accommodates 1400 students at a time from all over North America. If Xerox makes it or markets it, there is a course here on how to service it — from typewriters to computers.

Recently, at the invitation of Xerox, and the gracious acceptance of Central Services, I was invited to Leesburg to take an A.C.T. (Advanced Customer Training) course on the 9900 duplicator. (See what I mean about the acronyms). The 9900 is a high volume copier. Pretty well state-of-the-art.

The nature of the course was essentially three-fold; (a) learn to maintain a high copy quality level; (b) general maintenance procedures (c) F.I.P. (silly, yet definitive, acronym for "Fault Isolation Process"). When the copier isn't performing to standard, or it's just plain "broken", you try to isolate the part that is malfunctioning, through a process of trial and elimination, thereby constantly narrowing in on the source of the problem. These copiers are high volume oriented (750,000 impressions/month and up). They get so much use that they are constantly in a state of deterioration and restoration. That is why the F.I.P. is critical in minimizing down time.

The mandate of the Duplicating Centre (please note correct spelling) is to provide high quality copy in the shortest possible turnaround time. Since most of our clients are repeat users, it's imperative we meet these criteria. By striving to minimize down time and maintaining high copy quality the Xerox 9900 A.C.T. course was most beneficial.

Chris Barton may be reached at The Duplicating Centre, 978-4270.

Bob Thompson
Materials Distribution Centre
Medical Sciences Building
University of Toronto
M5S 1A8

The One-Step Mailing Service

by Garrett Lumchick

In December of 1982 a mechanical beat was heard echoing through the halls of the McMurrich Building. Central Services was giving birth to a new service.

This beat was generated by a piece of equipment called a Phillipsburg Mastermailer. This massive inserter, capable of handling up to six inserts, also seals and meters in one operation. Backing up the Mastermailer is an Addressograph Multigraph Labeller and a Pitney Bowes Folder.

What does this all mean? Thousands of pieces of mail can be readied within hours.

Due to increased volume, we have transferred Joe Sheridan from our Photocopy Centre to full-time responsibility for this mail service. By combining the enthusiastic team of Chris Barton and Mary Lenius from The Duplicating Centre with Joe's willingness to meet customer needs utilizing automated equipment, Central Services truly has the remedy for mass-mailing headaches. Material can be duplicated, folded, labelled, inserted, metered and mailed quickly and efficiently.

Take advantage of this cost-effective, one-step mailing service. Call 978-5104 today.

Faculty of Applied Science and Engineering

Quick Facts

Dean: Gordon R. Slemon

Departments, Divisions, Institutes:

Department of Civil Engineering,
Department of Mechanical Engineering,
Department of Industrial Engineering,
Department of Chemical Engineering and Applied Chemistry, Department of Electrical Engineering, Department of Metallurgy and Materials Science, Institute for Aerospace Studies, Institute of Biomedical Engineering, Division of Geo-Engineering, Division of Engineering Science, Engineering Society.

Locations: Sandford Fleming, Galbraith, Wallberg, Mechanical Engineering, Haultain, Rosebrugh Buildings on the St. George campus and Institute for Aerospace Studies in Downsview.

Admission Standards: Grade 13 with Functions & Relations, Calculus, Physics, Chemistry and Algebra and average of at least 80% (varies from program to program).

Enrolment: (1985/86)

| | |
|---------------------------|-------|
| Full-time graduates: | 588 |
| Part-time graduates: | 386 |
| Full-time undergraduates: | 2,501 |
| Part-time undergraduates: | 92 |

Degrees Granted: B.A.Sc., M.Eng., M.A.Sc., Ph.D.

Staff:

Academic staff: 170.97 full-time equivalent
Administrative: 150.46 full-time equivalent

Famous Faculty and Alumni:

C.B. Hamilton, who wrote the standard reference book on gears; B.S. Shenstone, who collaborated in the design of the Spitfire; O. Holden, who in 47 years at Ontario Hydro was involved in nearly every project, including the St. Lawrence Power and Seaway Project; J.T. Dymont,



who was Chief Engineer at Air Canada for its first 30 years; Professor Emeritus W.H. Rapson, who holds patents in over 40 countries on pulp and paper processes and who today has the largest single NSERC grant in Canada; Professor J.L. Yen, who was the first to measure the diameters of quasars using radio astronomy.

Other Interesting Facts:

"The Iron Ring" that Canadian engineers—and only Canadian engineers—wear on the little finger of the working hand originated at the Faculty. Professor Haultain felt that there should be an engineers' equivalent to the physicians' Hippocratic oath. In 1922, he wrote to Rudyard Kipling, who had made reference to the work of an engineer in his writing, to ask for his help. Kipling responded by writing "The Ritual of the Calling of an Engineer". The first ceremony took place in Montreal on April 25, 1925. The Iron Ring symbolizes the pride engineers have in their profession as well as reminding them of their humility and obligations.

A Few New Customers

We would like to welcome the following new customers to the Central Services family.

Dr. F. Ameli (Wellesley Hospital)
Dr. T. Bertoia (St. Michael's Hospital)
Dr. A. Bogner (Microbiology)
Mrs. R. Donelan (Criminology)
Dr. H. Galet (Microbiology)

Prof. S. Gilbert (Arts as Applied to Medicine)
Dr. A. E. Gross (Toronto General and Mount Sinai Hospitals)
Mrs. P. Gross (OISE)
Dr. M. Heath (Botany)
Ms. T. Keto (Faculty of Music)
Dr. W. Kieser (Zoology)
Dr. C. Lingwood (Biochemistry)
Dr. R. Mustard (Wellesley Hospital)

Dr. J. Nairn (Pharmacy)
Drs. Nelson and Johnston (Pathology)
Dr. S. Pappas (Sunnybrook Hospital)
Dr. P. Pennefather (Pharmacy)
Ms. D. Simmons (Ernst & Whinney)
Dr. D. Templeton (Hospital, for Sick Children)
Dr. C. Trick (Environmental Studies)
Dr. J. Uetrecht (Pharmacy)

New Staff



Gary Cole

The newest member of the Materials Distribution Centre (MDC) team is Gary Cole. Gary works in the Stock Room in the Medical Sciences Building, lives in Mississauga, and dreads the daily drive home. Other than the frustration of that drive (which he soon hopes to change), Gary is one of the most happy and enthusiastic people you'd ever hope to meet.

His pleasure in his personal life is his family — his wife and two sons, Matthew — 3, and Geoffrey — 10 months. Gary definitely fits the description of a family man — he can get the family pictures out of his wallet in less than ten seconds!

His happiness at work stems from the fact that he's back at the University. He worked here for six years before he moved north and he always remembered good things about the University community. He's particularly pleased to be with MDC because he views it as a growing organization and hopes to be able to grow with it.

Look for Gary in the MDC Stockroom or call him at 978-8783. He'll be pleased to help you meet your laboratory and office supply needs and perhaps, if you're lucky, a little of his "joie de vivre" will rub off.

Gayle Nelson

Gayle Nelson has recently been appointed as the Client Service Representative for Office Services.

She has a background of five years in finance and marketing in the office systems environment. Her role in Office Services is to visit our clients and potential clients and to provide feedback on how our services are presently perceived, areas for improvement and opportunities for expansion. She has already visited many areas on campus and has been delighted by the individuality of each Faculty, Department and College. She looks forward to learning more about the University community and meeting each group's unique needs.

Call Gayle at 978-8156 if you have any questions about our services.



Joe Sheridan

Joe joined the Central Services team at the end of September, initially working in the Medical Sciences Building Photocopy Centre. Joe's eventual goal is a career in medicine. In the meantime he is working full time in Central Services, taking a night course, doing volunteer work at Women's College Hospital, and trying to get his scuba diving certificates. Joe is an amateur computer hack who has had a personal

computer for five years. With his friendly manner, enthusiasm, and interest in his customers, it is not surprising that he has already received his first promotion. His new position is in the Specialized Mail Service. Call Joe at 978-4270 if you have a large mailing looming on your horizon.

(See "The One-Step Mailing Service" for more information). But hurry, or Joe will be running Canada Post.



What Is Central Services?

A group of services available to the University, teaching hospitals and non-profit community. Services include:

- The Materials Distribution Centre
- Mail Sorting and Metering
- Specialized Mailing
- The Duplicating Centre
- Photocopy Consulting
- Photocopy Services
- Temporary Personnel
- The Word Processing Centre

Call Marilyn Hodgkinson at 978-4427 for information about any of these services or if you require any additional service.